

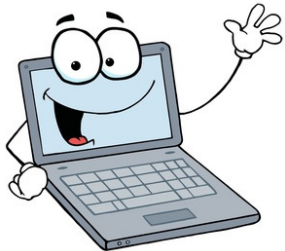


### Question: What is a Patient Portal?

**Answer:** A Patient Portal is a secure, individualized, online tool available via log on from our website that gives our patients convenient 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information such as:

- Your health record
- Lab results once reviewed and signed off by your physician
- Medications
- Immunizations and allergies

## Patient Portal



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### Our patient portal also allows our patients to:

- Exchange secure e-mail with our health care team
- Request prescription refills for medications prescribed by our providers
- Request to change or schedule non-urgent appointments

View your patient account statement and make online payments via our web site.

The patient portal is a tool that can enhance patient-provider communication, empower patients, support care between visits, and, most importantly, improve patient outcomes.

### Question: Am I able to view my lab results on the patient portal?

**Answer:** Once in-house lab results have been reviewed and signed off by your physician, you may view these on the patient portal. Please note, however, there are some lab tests that must be sent out to a reference lab based on the specific test, as well as some insurance companies require that specific lab tests must be sent out. These lab results will not show up on the patient portal.



### Question: How can I access the Patient Portal?

**Answer:** Please provide your email address so that our staff can set up your access to the patient portal. You will be given a user name and initial pass word. During the first time you log on, you will be asked to answer some security questions and change your pass word to something that only you know and will recall. If your account gets locked, please call our office so that a staff member can unlock your account. Please wait 5-10 minutes to allow time for your account to be reset.